

Rater Tasks

This section will concentrate on the tasks a Rater performs to review and complete a COER. It will cover:

- Logging in to the COER Application
- Guest Registration
- Time Supervised
 - Narrative COER
 - Detailed COER
- View Officer Comments
- Scores and Comments (only completed for a Detailed COER)
- Preview
- Summarize Performance (completed for a Narrative or Detailed COER)
- Release to Officer
- Print COER

COER Login

1. From the Commissioned Corps Management Information Services (CCMIS) webpage, select Secure Area, then Officer, Liaison, and Leave Maintenance Clerk Activities.
2. From the CCMIS Login, type in Login ID. Press Tab.
3. Type in Password
4. Click Login.

The screenshot shows a Windows Internet Explorer browser window with the address bar displaying <https://dcp.psc.gov/cclogin/ccmislogin.aspx>. The page features a header with the text "America's Health Responders" and "U.S. PUBLIC HEALTH SERVICE COMMISSIONED CORPS". Below the header, the page is titled "CCMIS Login". The login form includes two input fields: "Login ID:" and "Password:". Below these fields are two buttons: "Log In" and "Clear". At the bottom of the form, there are three buttons: "Change Password", "Forgot Password", and "Forgot Login ID". The browser's taskbar at the bottom shows several open applications, including "Inbox - Microsoft Outlook", "COER Resource Folder", and "Officer COER Resources". The system clock in the bottom right corner indicates the time is 10:02 AM.

CCMIS Login

Login ID:

Password:

Guest User Registration

1. After an Officer or Rater assigns a guest user to review their COER an automated email message is sent to the **Guest User from phscoers@hhs.gov**.
2. This guest account that will be created exists for only one COER cycle.
3. Below is a sample email that the **Guest User** will receive.

You must register as a guest user by following the instructions below:

- o Go to: https://dcp.psc.gov/GuestRegistration/GR_Welcome.aspx
- o Enter last name:
- o Enter guest ID:
- o Click "Submit"
- o Verify/correct your contact information (Especially email address!!) .
- o Click "Submit"
- o Create LOGIN ID minimum 6 characters
(letters and numbers only, no punctuation, must start with letter) .
- o Create password minimum 8 characters with 1 number
(letters and numbers only, no punctuation, must start with letter) .
- o Confirm password
- o Select and answer a secret question.
- o Enter SSN# wherever possible
- OR
- o Enter Date of Birth and create a 4 digit PIN# .
- o Click "Submit"

After registering as a guest user, you will be directed to the
Commissioned Corps Management Information System (CCMIS)
Activities Login screen <https://dcp.psc.gov/cclogin/CCMISLogin.aspx>

- o Enter LOGIN ID (created above):
- o Enter password (created above):

Time Supervised for a Detailed COER

1. From the Activity tree, under the **Rater** menu, select the officer that you have been chosen to rate.
2. Select the folder **Enter Time Supervised**.
3. Select the number of years and months that you have supervised the officer. If it is less than 1 year, select “0” for the number of years.
4. Click “**Save**”.
5. If it is less than 6 months the Rater has the option to do a *Narrative* or *Detailed* COER.
6. In this example, the officer has been supervised for 1 year. Click “**Detailed**” and click “**Save**”.

Enter Time Supervised

The screenshot shows a web browser window titled "Commissioned Officers Effectiveness Reports - Windows Internet Explorer". The address bar shows the URL: http://katana.COERS111/restricted/COER_Rater_Enter_Time_Supv.aspx. The page displays a tree view on the left under "Resources" with the following structure:

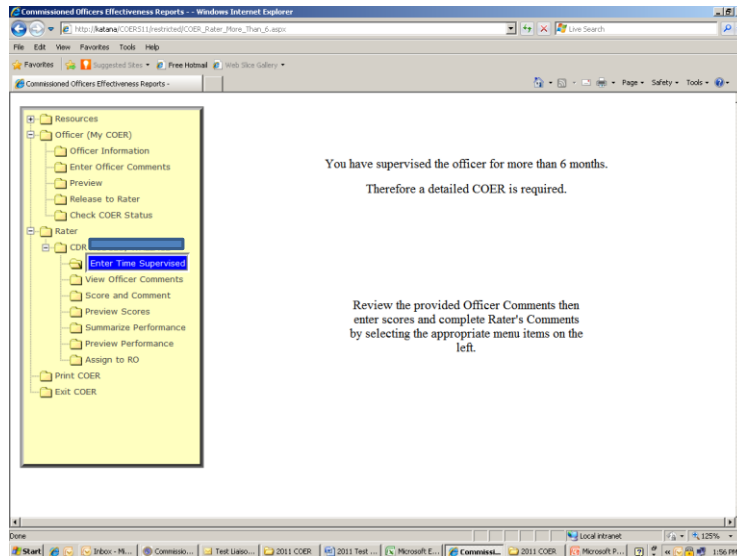
- Resources
 - Officer (My COER)
 - Officer Information
 - Enter Officer Comments
 - Preview
 - Release to Rater
 - Check COER Status
 - Rater
 - CDR
 - Enter Time Supervised** (highlighted)
 - View Officer Comments
 - Score and Comment
 - Preview Scores
 - Summarize Performance
 - Preview Performance
 - Assign to RO
 - Print COER
 - Exit COER

The main content area is titled "How long have you supervised" and contains the following fields:

- Work Phone: [Redacted]
- E-Mail: [Redacted]@u.com
- Type of Report: ☒ Annual
- Position/Billet Title for Report Period: [Redacted]
- Position/Billet Grade for Report Period: O-5
- Period: (MM/DD/YY)
- Alternate Phone: () ext.
- Alternate E-Mail:
- Period Covered by Report: From: 10/01/2010 To: 09/30/2011
- HHS Division or Non-HHS Organization for Report Period: USDA as of 07/01/2011

Below these fields, a note states: "Zero should be selected for years if less than 12 months." At the bottom, there are two dropdown menus: "Years: 1" and "Months: 0", followed by a "Save" button.

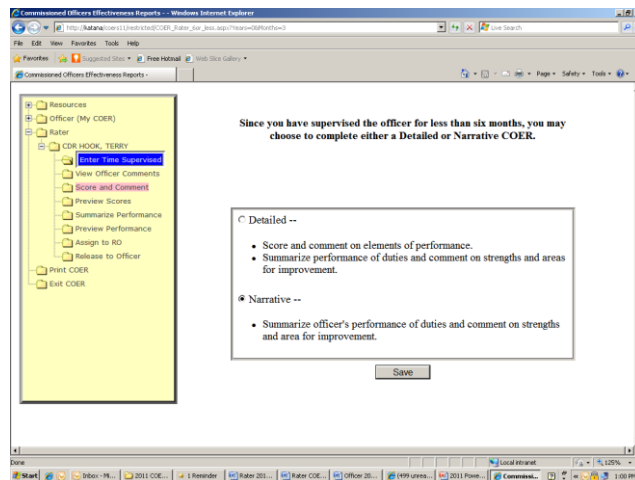
Detailed COER



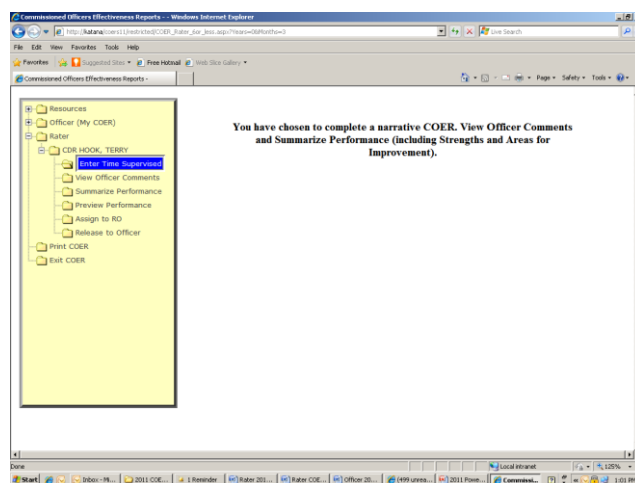
Time Supervised for Narrative COER

1. From the Activity tree, under the **Rater** menu, choose the folder for the officer that you have been selected to rate.
2. Click **Enter Time Supervised**.
3. Review the Officer Comments.
4. Select the number of years and months that you have supervised the officer. If it is less than 1 year, select "0" for the number of years.
5. Click "**Save**".
6. If it is less than 6 months the Rater has the option to do a *Narrative* or *Detailed* COER.
7. Click "**Narrative**" and click "Save".

Narrative COER



Narrative COER confirmed



View Officer Comments

1. From the Activity tree under the Rater menu, select **View Officer Comments**.
2. View the **Description** box, **Goals** box and **Accomplishments** box.

View Officer Comments

COER - Windows Internet Explorer

http://katana.COERS11/restricted/COER2_Attachments.aspx?NO=TRUE&DOCTYPE=1

File Edit View Favorites Tools Help

COER

sources

Officer (My COER)

Officer Information

Enter Officer Comments

Preview

Release to Rater

Check COER Status

Officer

CDR H [redacted]

Enter Time Supervised

View Officer Comments

Score and Comment

Preview Scores

Summarize Performance

Preview Performance

Assign to RO

Print COER

Email COER

SECTION 2: OFFICER'S COMMENTS: To Be Completed by Officer (Preview)

OFFICER INSTRUCTIONS: Describe your duties, goals and accomplishments during the performance period. Use the space provided. The COER system will not retain additional text. Detailed instructions are located in the COER Resources folder in the menu to the left and may also be downloaded at http://dcp.psc.gov/PDF_docs/COER_Reference_Links.htm (open new window)

Description. Describe the main duties and responsibilities in your job during the performance period.
Limit is 5 lines. Do not exceed 400 characters total, including spaces.

I am a nurse.

Goals. List your work-related goals for the next performance period and long term career goals.
Limit is 5 lines. Do not exceed 400 characters total, including spaces.

To obtain my Advanced Life Support Certification

Accomplishments. List your accomplishments related to the performance elements you will be rated on. Performance elements, and instructions to your rater, are available in the COER Resources folder in the menu to the left.
Limit is 21 lines. Do not exceed 1680 characters total, including spaces.

Leadership- Initiative and Growth

Score and Comment for Detailed COER

1. Select the folder “**Score and Comment**”. There are 8 performance elements to score. Score the officer in relation to the needs of the position as follows: **1=Unsatisfactory range; 2-3= Adequate range; 4 to 5= Effective range; 6 to 7= Exceptional Range.**
2. Select “**Proceed to next question**” after you have scored an element.
3. Select Save when you are done.
4. Enter **Rater Comments** in the text box. Comments are required. The comments will describe the action(s) upon which you based your ratings.

- Explain the impact of the action and why it is important. The text limit is 16 lines. *Avoid the use of the % sign and bullets.*
5. Click “Save”.

Scoring the 8 elements

Commissioned Officers Effectiveness Reports - Windows Internet Explorer

http://katana/COERS11/restricted/COER2_Rater_Enter_Scores.aspx

File Edit View Favorites Tools Help

Commissioned Officers Effectiveness Reports -

- Score and Comment
 - Preview Scores
 - Summarize Performance
 - Preview Performance
 - Assign to RO
- Print COER
- Exit COER

Note: While answering questions, a button "Proceed to the next Question" will appear below for each question once answered, if you don't immediately see it – please scroll to the bottom of your active browser window.

Expand All Questions

1. Leadership - Demonstrates and communicates vision and sense of purpose; nurtures an environment conducive to accomplishing the organization's mission. **4**

2. Initiative and Growth - Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills. **4**

3. Communication Skills - Conveys clear and succinct written and verbal messages that are appropriate to the audience. Listens to and understands information from others. **4**

4. Interpersonal Skills - Facilitates relationships in a manner that motivates others to maximize their abilities, skills, and knowledge to affect the desired outcomes.

①	②	③	④	⑤	⑥	⑦
	- Prefers work activities that can be completed independently and does not require sustained interaction with individuals of differing viewpoints or opinions. - Minimally contributes to the resolution of conflicts or disagreements.		- Participates in group activities, demonstrates respect for others, and receives and offers constructive feedback, which contributes to the achievement of organizational goals. - Contributes to the resolution of conflicts.		- Promotes collaboration by demonstrating respect, friendliness, appreciation, humor, empathy, and a positive attitude. Serves as a mentor to others. - Is cognizant of the needs of others and works to ensure equal treatment of all within the work environment. Serves as mediator in resolving conflicts.	

Start | Inbox - Mi... | Commissio... | Test Libso... | 2011 COER | 2011 Test ... | Microsoft E... | Commissi... | 2011 COER | Microsoft P... | Local intranet | 125% | 1:58 PM

Rater Comments

①	②	③	④	⑤	⑥	⑦
	An adequately performing Officer with some potential to accept increased responsibilities and for professional growth.		A very competent Officer making significant contributions that enhance the assigned position, respected by peers; good potential for continued growth and development.		A distinguished Officer, recognized for expertise with impact extending beyond assigned position; serves as a role model for others in the program.	

Rater's Comments: Required. Use the space provided. Describe the action(s) upon which you based your ratings. Explain the impact of the action and why it was important. The COER system will not retain additional text. Limit is 16 lines. Do not exceed 1280 characters total, including spaces and special characters. Do not use the % sign -- say "percent" instead.

This officer has done a great job.

You have used 1 line(s) and 36 characters.

You will be able to modify your comments until you Release the COER to the Officer.

Preview

1. From the Activity tree, select **Preview Scores**.
2. Review the scores for the 8 elements and Rater Comments.
3. If changes need to be made, return to the folder **Score and Comment**. Click **"Save"** if changes are made to the scores or comments.

Preview Scores

Commissioned Officers Effectiveness Reports - Windows Internet Explorer

http://katana/coers11/restricted/COER2_OfficerRat_View_Scores.aspx

File Edit View Favorites Tools Help

Commissioned Officers Effectiveness Reports

- Enter Officer Comments
- Preview
- Release to Rater
- Check COER Status
- later
- CDR
 - Enter Time Supervised
 - View Officer Comments
 - Score and Comment
 - Preview Scores**
 - Summarize Performance
 - Preview Performance
 - Assign to RO
- Print COER
- Exit COER

presented. Number ratings without narrative guidance are to be used when an Officer is performing either above or below the level specified by numbered comments, as judged by the Rater. Comments are required. Describe the action(s) upon which you based your rating. Be specific so that there is a clear connection between the officer's actions and your rating. Use the space provided at the end to comment.

Expand All Questions

1. Leadership - Demonstrates and communicates vision and sense of purpose; nurtures an environment conducive to accomplishing the organization's mission.	4
2. Initiative and Growth - Recognizes and acts on programmatic and personal developmental needs, resulting in advancement of programmatic goals and growth in professional skills.	4
3. Communication Skills - Conveys clear and succinct written and verbal messages that are appropriate to the audience. Listens to and understands information from others.	4
4. Interpersonal Skills - Facilitates relationships in a manner that motivates others to maximize their abilities, skills, and knowledge to affect the desired outcomes.	4
5. Planning and Organization - Balances workload to ensure timely completion of projects, accommodating multiple and changing priorities.	4
6. Professional Competencies - Demonstrates knowledge, skills, and abilities to function successfully in the position.	4
7. Analysis, Judgment and Decision-Making - Identifies and considers information in order to reach sound conclusions and take appropriate actions.	4
8. Overall Effectiveness - Synthesis of officer's performance, and impact on program in current position.	4

Expand All Questions

Raters Comments: Describe the action(s) upon which you based your ratings. Explain the impact of the action

Done

Start Inbox - M... Commis... Test Liss... 2011 COER 2011 Test ... Microsoft E... Commis... 2011 COER Microsoft P... Local intranet 125% 2:04 PM

Summarize Performance

1. From the Activity tree, under the Rater menu, click **Summarize Performance**.
2. Rate the Officer's overall performance as **Satisfactory**, **Marginal** or **Unsatisfactory**.
3. Enter the officer's **Strengths**. List the areas where the officer displays strong qualities and superior skills. The text box limit is 3 lines. ***Avoid using the % sign or bullets in the comments.***
4. Enter the officer's **Areas for Improvement**. List the areas needed for continued growth and development. The text box limit is 3 lines. characters. ***Avoid using the % sign or bullets in the comments.***
5. Check the **e-sign** box in lieu of your signature.
6. Click "**Save**"

Summarize Performance

The screenshot shows a web browser window titled "COER - Windows Internet Explorer" with the address bar displaying a URL. The left sidebar contains a tree view with folders for "Resources", "Officer (My COER)", "Rater", and "Print COER". Under "Rater", the "Summarize Performance" link is highlighted. The main content area has a heading "There is one performance rating and two comment boxes below." and includes three radio buttons for performance rating: "Satisfactory", "Marginal", and "Unsatisfactory". Below the rating are two text input boxes for "Strengths" and "Areas for Improvement", each with a 3-line limit. At the bottom, there is a checkbox for "Signature (e-Sign)" and a "Save" button. The Windows taskbar at the bottom shows various open applications and the system clock.

COER - Windows Internet Explorer

http://katana/COER511/restricted/COER2_Attachments.aspx?YO=FALSE&DOCTYPE=2

File Edit View Favorites Tools Help

COER

Resources

- Officer (My COER)
 - Officer Information
 - Enter Officer Comments
 - Preview
 - Release to Rater
 - Check COER Status
- Rater
 - COER
 - Enter Time Supervised
 - View Officer Comments
 - Score and Comment
 - Preview Scores
 - Summarize Performance**
 - Preview Performance
 - Assign to RO
- Print COER
- Exit COER

There is one performance rating and two comment boxes below.

Please rate the officer's overall performance of job duties during the report period. ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory

Strengths: List the areas where the officer displays strong qualities and superior skills. (3 lines = 240 characters)

Areas for Improvement: List the areas needed for continued growth and development. (3 lines = 240 characters)

Signature (e-Sign): Please check this box in lieu of your signature ☐

Save

Assign the Reviewing Official (RO)

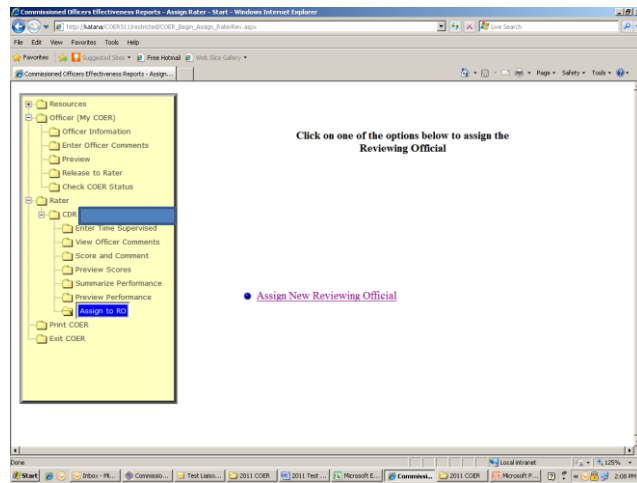
As a Guest User

1. From the Activity Tree, under the Rater menu, select **Release to RO**.
2. Click **Assign New Reviewing Official**
3. You will be asked if the RO is a Commissioned Corps Officer, Click “**NO**” if it is a Guest User.
4. Enter the first three letters of the RO’s first name and the first three letters of the RO’s last name.
5. Click **Find**.
6. A message will appear that there is no one found by that name.
7. Click **Add New Guest**.
8. Enter the Reviewing Official information.
9. Click **Assign**.

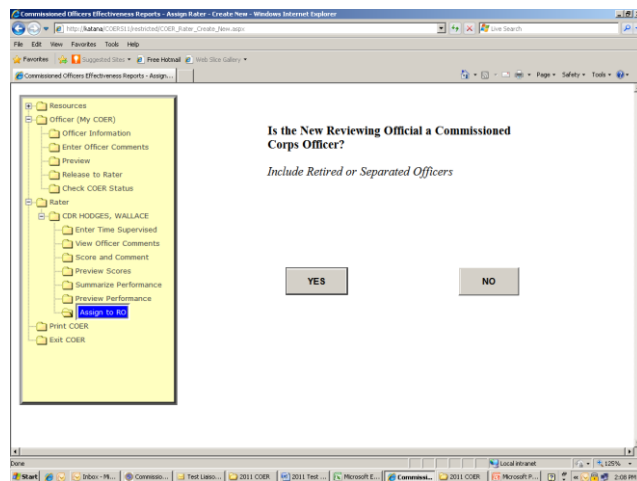
As Commissioned Corps Officer

1. From the Activity Tree, under the Rater menu, select **Release to RO**.
2. Click **Assign New Reviewing Official**
3. You will be asked if the RO is a Commissioned Corps Officer, Click “**Yes**” if it is an officer.
4. Enter the first three letters of the RO’s first name and the first three letters of the RO’s last name.
5. Click **Find**.
6. Select the RO's name from the list. Click on the "select" button on the left hand side.
7. Verify their email address.
8. Click **Assign RO**.

Below are screen shots of an RO Assignment for an officer.



Select Yes if an officer



Enter Partial Name of RO

The screenshot shows a web browser window titled "Commissioned Officers Effectiveness Reports - Assign Rater - Input - Windows Internet Explorer". The address bar shows the URL: http://atlanta.cerri11.usdoiceva.com/COEP_Rater_Search_Input.aspx?Office=100. The left sidebar contains a tree view with the following items: Resources, Officer (My COER), Officer Information, Enter Officer Comments, Preview, Release to Rater, Check COER Status, Rater, COER, Enter Time Supervised, View Officer Comments, Score and Comment, Preview Scores, Summarize Performance, Preview Performance, Assign to Rater (highlighted), Print COER, and Exit COER. The main content area is titled "Enter either Reviewing Official's Name or PHS#" and contains the following text: "Enter part or all of the last name. First name is optional. For example, to find Joseph Smith, use 'jos' in first box, 'smit' in second box". Below this text are two input boxes for "First Name" and "Last Name". There is also an "OR" section with a single input box for "Rater's PHS#". At the bottom are "Find" and "Cancel" buttons.

Select RO

The screenshot shows a web browser window titled "Commissioned Officers Effectiveness Reports - Rater - Search Results - Windows Internet Explorer". The address bar shows the URL: http://atlanta.cerri11.usdoiceva.com/COEP_Rater_Search_Results.aspx?Lastname=0007000000&Firstname=0007000000. The left sidebar is identical to the previous screenshot. The main content area is titled "Select the Reviewing Official by clicking Select by the name." and contains a table with the following header: "Choose: Last Name First Name MI OPDIV/Organization". Below the header is a table with one row of data. A "Select" button is positioned to the left of the table. A "Cancel" button is located at the bottom right of the main content area.

Verify RO Email

The screenshot shows a web browser window titled "Commissioned Officers Effectiveness Reports - Rater - Search Results - Windows Internet Explorer". The address bar shows a URL starting with "http://natana.com". The page has a left-hand navigation menu with a tree structure. The main content area is titled "Verify the following individual is the correct Reviewing Official". It contains two input fields labeled "Email:" and "Confirm:" with a blue rectangular box over the "Confirm:" field. Below these fields is a red text instruction: "Change above email address if needed to ensure correct notification delivery". At the bottom of the main area are two buttons: "Assign to RO" and "Cancel". A red text block at the bottom of the page provides instructions: "When you click Release to Reviewing Official, your Reviewing Official will receive an email notification and will be able to review the COER including the Officer's Comments and your evaluation of the officer. If after a period of fourteen days the reviewing official has not finished reviewing the COER, you may release the COER to the officer. Please see the Resources folder in the menu for detailed instructions regarding the Reviewing Official's duties."

Commissioned Officers Effectiveness Reports - Rater - Search Results - Windows Internet Explorer

http://natana.com/COER/Utilities/COER_Rater_Search_Results.asp?urlName=tblProfileView&urlPage=...

Commissioned Officers Effectiveness Reports - Rater

Resources

- Officer (My COER)
 - Officer Information
 - Enter Officer Comments
 - Preview
 - Release to Rater
 - Check COER Status
- Rater
 - CDR
 - Enter Time Supervised
 - View Officer Comments
 - Score and Comment
 - Preview Scores
 - Summarize Performance
 - Preview Performance
 - Assign to RO**
 - Print COER
 - Exit COER

Verify the following individual is the correct Reviewing Official

Email: [Redacted]

Confirm: [Redacted]

Change above email address if needed to ensure correct notification delivery

Assign to RO Cancel

When you click Release to Reviewing Official, your Reviewing Official will receive an email notification and will be able to review the COER including the Officer's Comments and your evaluation of the officer. If after a period of fourteen days the reviewing official has not finished reviewing the COER, you may release the COER to the officer. Please see the Resources folder in the menu for detailed instructions regarding the Reviewing Official's duties.

RO Assignment

The screenshot shows a web browser window titled "Commissioned Officers Effectiveness Reports - Assign Rater - Create New - Windows Internet Explorer". The address bar shows a URL starting with "http://natana.com". The page has a left-hand navigation menu identical to the previous screenshot. The main content area contains a message: "The COER has been assigned to the selected Reviewing Official. You have successfully completed all of the necessary activities to release the COER to CDR [Redacted]". Below this is a question: "Do you want to make the COER available to CDR [Redacted] for his/her review and concurrence?". At the bottom of the main area are two buttons: "YES" and "NO".

Commissioned Officers Effectiveness Reports - Assign Rater - Create New - Windows Internet Explorer

http://natana.com/COER/Utilities/COER_Rater_Release_to_Officer.asp?urlName=...

Commissioned Officers Effectiveness Reports - Assign...

Resources

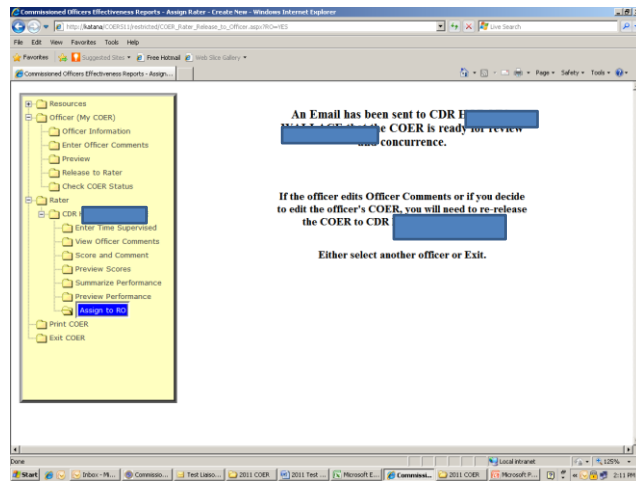
- Officer (My COER)
 - Officer Information
 - Enter Officer Comments
 - Preview
 - Release to Rater
 - Check COER Status
- Rater
 - CDR
 - Enter Time Supervised
 - View Officer Comments
 - Score and Comment
 - Preview Scores
 - Summarize Performance
 - Preview Performance
 - Assign to RO**
 - Print COER
 - Exit COER

The COER has been assigned to the selected Reviewing Official. You have successfully completed all of the necessary activities to release the COER to CDR [Redacted]

Do you want to make the COER available to CDR [Redacted] for his/her review and concurrence?

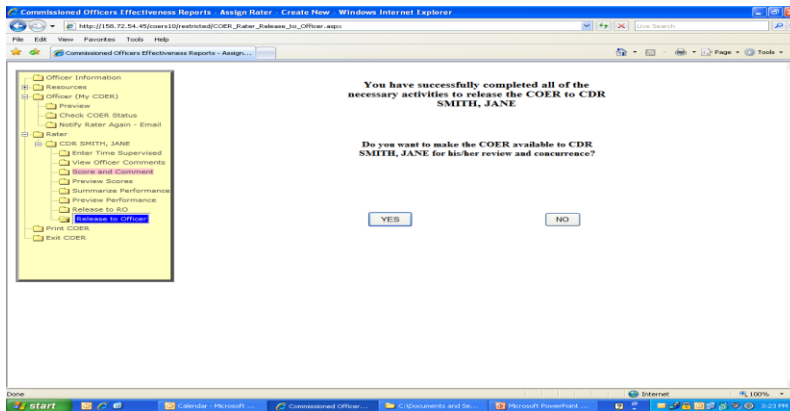
YES NO

Confirmation of RO Assignment



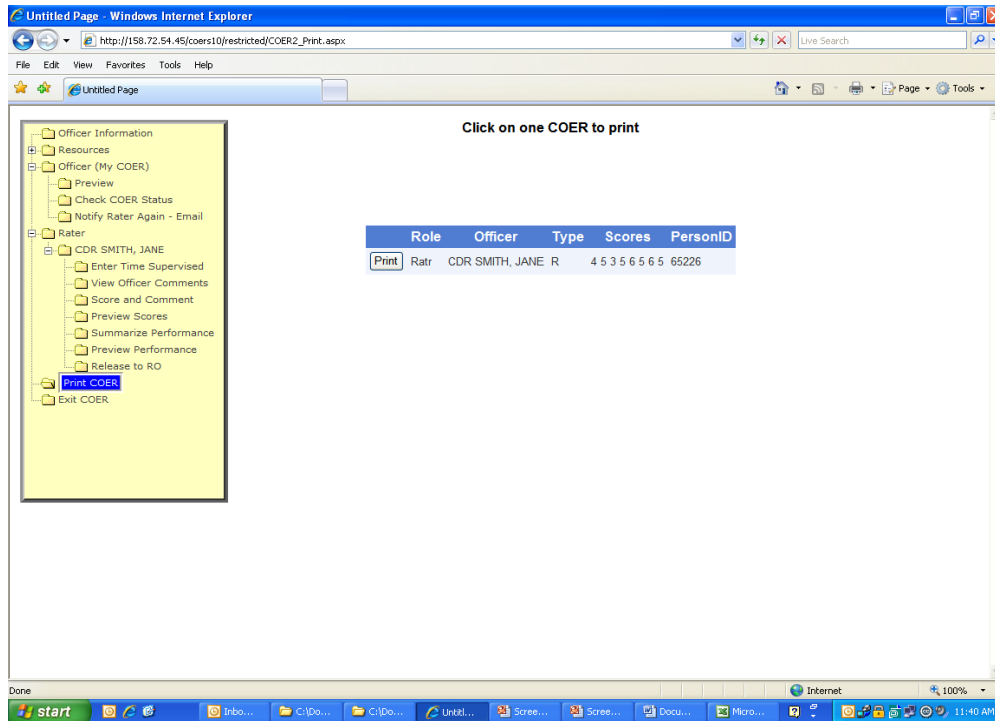
Release to Officer

1. From the Activity Tree, select the folder **Release to Officer**.
2. You will be asked if you want to make the COER available for the officer review and concurrence. Select **“YES”** if you are ready to do so.
3. A message will appear that an email has been sent to the officer for review and concurrence.



Print COER

1. From the Activity Tree, select **Print COER**
2. From the list of officers, choose the officer's whose COER you would like to print.
3. Click on the "Select" button.
4. You will be able to page through all four pages of the document and print the document. If the document is not completed it will have the title "*Draft*" on the top of it.



Example of Printed Draft of COER

Untitled Page - Windows Internet Explorer

http://katana/COERS11/Newsstar/COER_eOFF_Questions.aspx?PersonID=66593

File Edit View Favorites Tools Help

Favorites Suggested Sites Free Hotmail Web Slice Gallery

Return to COERs Menu

1 / 2 Main Report 100% BusinessObjects

Department of Health and Human Services
Commissioned Corps of the U.S. Public Health Service

- DRAFT -

Commissioned Officers' Effectiveness Report

Officer's SERNO
5 8 0 5 2

SECTION 1. ADMINISTRATIVE DATA: Required.

PART I. OFFICER ADMINISTRATIVE INFORMATION.

a. Name and Rank of Rated Officer (Last, First, MI, Rank): QUINTYNE, CATHY, E. CAPT	b. Period Covered by Report (MM/DD/YYYY): From: 10/01/2010 To: 09/30/2011
c. type of report ANNUAL	
d. HHS Division or Non-HHS Organization for Report Period: BOP	e. position/billet title for report period: CHIEF, COMPLEX NURSING UNIT
f. Position/Billet Grade for Report Period (check highest): O-6	g. In current billet since

PART II. RATER'S COMMENTS AND SIGNATURE.

a. Name and Job Title of Rater (Last, First, MI, Title): CAPT GREEN, ARDON	b. Phone Number: 817-782-4612 x4612	c. Time supervising this officer 0 Years 1 Months
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d. Please rate the officer's overall performance of job duties during the report period. SATISFACTORY

e. Strengths: List the areas where the officer displays strong qualities and superior skills. (3 lines = 240 Courier New 10 pt. characters)

Start Calendar - Microsoft... 2011 COER Resou... Officer COER Resou... 1 Reminder Untitled Page - W... New Word 2007 Doc... Local intranet 125% 10:00 AM